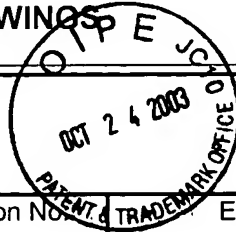


TRANSMITTAL OF FORMAL DRAWINGSDocket No.
030413 (BLL-0128)

In Re Application Of: James L. Hajj et al



Serial No.

10/648,424

Filing Date

August 25, 2003

Confirmation No.

NYA

Examiner

NYA

Art Unit

NYA

Invention:

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING WEB-BASED QUALITY ASSESSMENT, TRACKING, AND REPORTING SERVICES FOR CALL MONITORINGAddress to:
Assistant Commissioner for Patents
Washington, D.C. 20231

Transmitted herewith are:

5 sheets of formal drawing(s) for this application.

☒ Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c).

Signature

Marisa J. Dubuc
Registration No. 46,673
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Customer Service No. 23413Dated: October 22, 2003I certify that this document and attached formal drawings are being deposited on **October 22, 2003** with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Signature of Person Mailing Correspondence

Jane M. Theberge

Typed or Printed Name of Person Mailing Correspondence